

| 310 | 320 | 330 | 340 | 350 |
|-----------|--------------------|--------------------|-----------------------------------|----------|
| VDN FIELD | CALL WAITING FIELD | CALL PENDING FIELD | AUTOMATIC CALL DISTRIBUTION FIELD | RESERVED |
| | | | | |
| | | | | |
| | | | | |

FIG. 3

400

425

410

415

405

425

420

430

435

440-

QUEUE

FILE VIEW HELP

0 0:00 QUEUE 1 0 0:00 QUEUE 2 0 0:00 QUEUE 3 0 0:00 QUEUE 4 2 9:37

CALLS TAKEN TODAY 0 AVERAGE TALK TIME 0:00

MESSAGE

AUTHOR TIME MESSAGE

FIG. 4

500

525

510

515

505

520

530

535

540

545

550

555

560

565

570

575

580

585

590

595

600

605

610

615

620

625

630

635

640

645

650

655

660

665

670

675

680

685

690

695

700

705

710

715

720

725

730

735

740

745

750

755

760

765

770

775

780

785

790

795

800

805

810

815

820

825

830

835

840

845

850

855

860

865

870

875

880

885

890

895

900

905

910

915

920

925

930

935

940

945

950

955

960

965

970

975

980

985

990

995

QUEUE

0 0:00 QUEUE 1 0 0:00 QUEUE 2 0 0:00 QUEUE 3 0 0:00 QUEUE 4 2 9:37

CALLS TAKEN TODAY 0 AVERAGE TALK TIME 0:00

FIG. 5

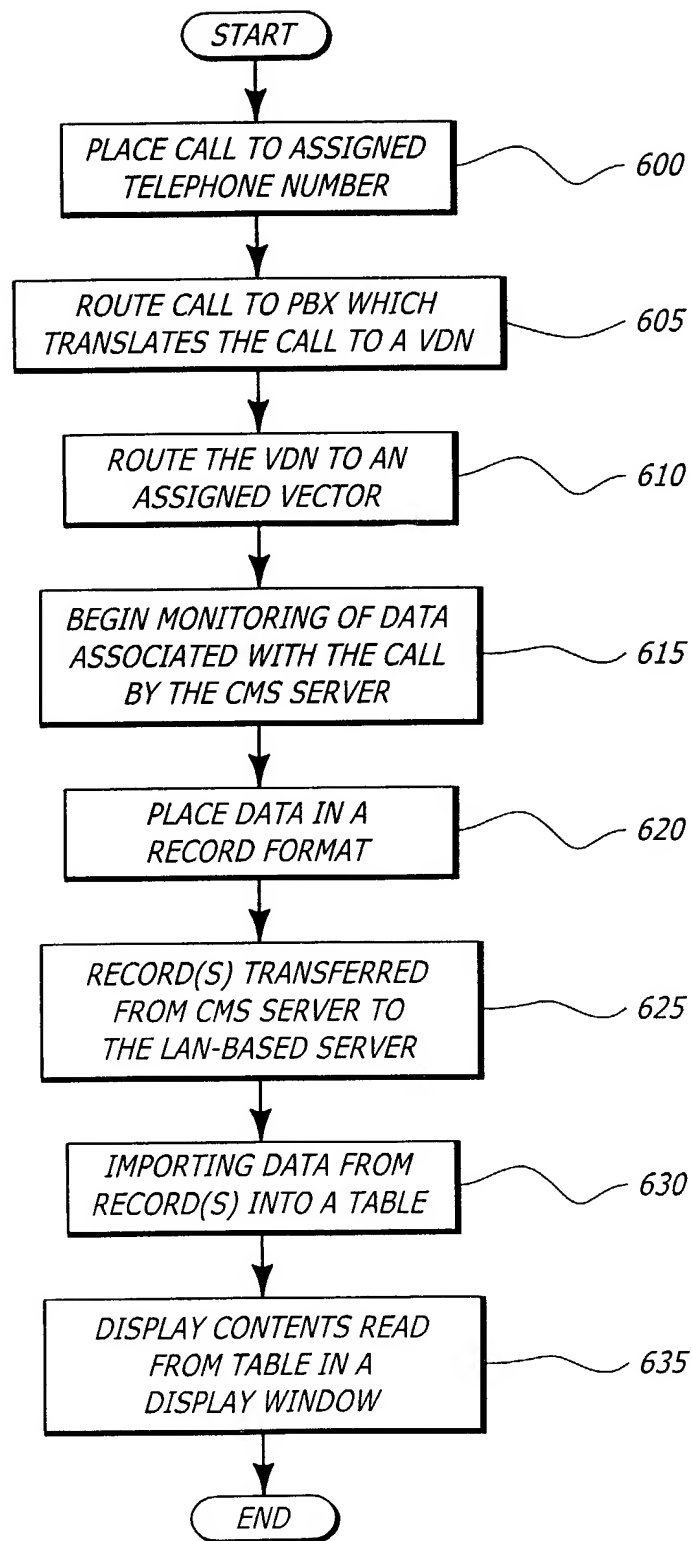


FIG. 6